in the state of Andhra Pradesh are as under:—

(Rs. in lakhs)

Anti-TB drugs	Material & Equipment	Total
265.84	6.72	272.56

Complaints regarding non-supply of Medicines

8193. SHRI RAMDAS AGARWAL: Will the PRIME MINISTER be pleased to state:

(a) the number of complaints for non-supply as well as of poor quality of medicines supplied through Central Government Health Scheme received by his Ministry during the last three years and till date, if so, the action taken thereon, year-wise;

(b) whether Government have fixed any criteria for procuring/supplying essential medicines to the C.G.H.S. beneficiaries;

(c) whether Government have recently decided to procure quality medicines from reputed companies; and

(d) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (DR. C. SILVERA): (a) The total number of complaints received during the last three years and till date is 42.

The following action has been taken:—

1. Recordable warning has been issued to the staff members concerned.

2. C.M.Os/M.Os. Incharges were advised to make suitable arrangements to avoid such recurrence.

3. Enquiries were instituted in some cases and the concerned party was cautioned.

4. Some of the complaints are being investigated.

(b) All the medicines prescribed to the beneficiaries are supplied from the CGHS Dispensary. In case of non-availability of a particular medicines, the some is procured through special indent/authority slip from the authorised chemist.

(c) and (d) As per the policy of the Government, all medicines are procured from the Medical Stores Organisation.

Functioning of C.G.H.S. Unani Dispensary, Sarojini Nagar, New Delhi

8194. MAULANA OBAIDULLAH KHAN AZMI: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that the Doctors posted in the C.GH.S. Unani Dispensary. Sarojini Nagar, New Delhi do not observe punctuality which causes a lot of inconvenience to patients;

(b) whether it is also a fact that the attitude and behaviour of the doctors towards the patients is non-cooperative;

(c) whether Government are aware that the quantity of medicines being given to patients is generally less than what is required for the disease;

(d) if so, what are the reasons therefor; and

(e) the steps taken/being taken to remedy the situation?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (DR. C. SILVERA): (a) No, Sir, as no such complaint has been received.

(b) One complaint of misbehaviour of a doctor towards a patient has been received, which is under investigation.

(c) No, Sir, as no such complaint has been received.

(d) and (e) Do not arise.

Functioning of PLIM, Ghaziabad

8195. MAULANA OBAIDULLAH KHAN AZMI:

Will the PRIME MINISTER be pleased to state:

(a) what are the names of laboratories in which the Unani medicines were sent for test by CGHS Unani Store Depot and by whom;

(b) when the Pharmacopoea Laboratory of Indian Medicines, Ghaziabad started functioning;

(c) the number of medicines sent to PLIM, Ghaziabad, for laboratory test by CGHS Unani Store Depot and reasons due to which the services of such laboratories are not utilised when approval of medicines is made;

(d) the reports received from PLIM, Ghaziabad in respect of each such medicine; and

(e) whether there were some cases in which the items were sent for laboratory test to PLIM, Ghaziabad and after receipt of positive reports from the laboratory the orders were not released to the suppliers?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (DR. C. SILVERA): (a) In 1989-90, some medicines were sent for testing to PLIM, Ghaziabad by Unani Store Depot.

(b) It was started in December, 1970.

(c) Four medicines in February, 1989 and one medicine in June, 1990 were sent on the complaint of the Unani physicians. The Unani Store Depot was asked by PLIM, Ghaziabad, to procure single drugs from the manufacturers, used in preparation of such compound medicines which was beyond the control of Unani Stores and also it was not certain the manufacturers would give the same single drugs which they used in compound medicines. Hence, the services of such laboratory are not utilised.

(d) A copy of the report is available at statement (*See* below).

(e) As the report of the five medicines sent to PLIM, Ghaziabad for testing was incomplete and the medicines could not be proved sub-standard, the supply orders were issued to the suppliers.

Statement

Chemicals findings on the supplied samples

Qualitative tests for Identification of constitutuents elements :

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01. *Khamira Abresham Hakim Arshadwala*

(M/S the Unani & Co., New Nelhi)
Batch No. 21, date of Mfg. Dec., 1988. Qty. 50 gm.

Identification tests for :

(i) Sugars —Positive

(ii) Gold —Positive

(iii) Silver —Positive